



CRIF is an innovative international Group specialized in IT solutions, decisioning systems, outsourcing, banking software and consulting services; our clients are mainly finance companies, insurance companies, utilities and enterprises and we support them in each step of their relations with their customers. In order to develop our company, we look for:

Technical Client Support

Workplace: Kraków

Main responsibilities:

- Second level support
 - Product and Solution Configuration
 - Test execution
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- Work with other project stakeholders to understand customer needs and deliver products and/or services that meet client requirements and enhance client satisfaction.
 - Perform appropriate product configuration
 - Quality assurance before delivery to customer: Plan, define and execute test cases;
 - Implement customer-specific reports or dashboards
 - Identify and document issues and risks, offer realistic recommendations and alternatives that if approved achieve desired corporate and client results.
 - Work with developers to troubleshoot bugs, feature requests and coding requirements and limitations related to improving the company's products.
 - Product monitoring to identify risks
 - 2nd Level Support
 - Communicate with customers to troubleshoot issues and determine appropriate resolution.
 - Supports post-sales and post-delivery activities in complex problem resolutions

Skills/Knowledge Requirements:

- Degree in Economics, IT or Mathematics;
- 1-2 years total industry/position experience. Committed and talented candidates with no professional experience but sound knowledge of software development are however also interesting for us!
- Microsoft SQL coding skills including the ability to read existing code (T-SQL)
- Ideally: basic knowledge of Neo4J database or other similar graph database
- Understand basic network connectivity, ideally including experience with VPNs FTP and SFTP.
- Ideally: basic Know-How of SOAP/XML and/or REST/JSON interfaces
- Basic knowledge of SQL reporting tools (Tableau, SSRS, Power BI) would be an asset

- Working knowledge of common office software and tools, including Microsoft Office Suite.
- Clear thinker with excellent interpersonal, written and verbal communication skills
- Eagerness to learn and take on new challenges.
- Detail oriented with strong organizational skills, ability to multitask and work in a dynamic, fast paced environment
- Methodical problem solver, focused on outcome.
- Ability to work on multiple projects/issues at the same time
- Ability to determine severity of an issue and escalate appropriately
- Ability to work with multiple departments to resolve issues
- General knowledge in financial products area would be an asset
- English as pre-requisite condition for employment, at least B2 level in spoken/written
- Additional knowledge of the German language would be much appreciated

Our offer:

- A stable job, with performance development plan in a fast-growing environment
- Benefit package (private medical care, Multisport, meal/restaurants discounts etc.)
- Fresh different fruits in the office every day
- Language classes in the office (English & German) - individual or in a team
- Trainings package
- Truly friendly atmosphere
- Free car and bike parking

If that sounds interesting – JOIN US! Contact us via email: career.pl@crif.com